DAVE SANDOR

An assistant instructional systems designer, technical writer and trainer with diverse experience in the design and production of interactive materials for education and training.

SUMMARY OF QUALIFICATIONS

- 4 years of experience supporting multi-disciplinary teams in the development and quality assurance testing of 22 eLearning products including fully online and hybrid courses as well as serious games and simulations.
- Proven multi-tasker with ability to prioritize tasks, manage concurrent production efforts, and make deadlines.
- Strong analytical thinker and imaginative, proactive problem-solver with a history of improving processes, procedures, and multi-media communications.
- Self-starter with a successful record of balancing autonomous work and collaboration with various stakeholders to meet project goals.

WORK EXPERIENCE

Trainer and Quality Assurance Assistant   June 2013 – Current
Sargent's Court Reporting   **Johnstown, PA**

- Trained 7 in-house transcription typists and provided ongoing feedback and technical assistance to facilitate skill development in attentive listening and transcript formatting. Pilot content revisions and new training approaches.
- Reviewed completed work and authored feedback reports to improve performance of 70 remote employees.
- Researched, designed and implemented update of employee manual featuring new page layouts and greatly expanded content. Edited 7 existing manual chapters and authored 13 new ones.
- Identify and propose process improvements to quality assurance manager.

Freelance Technical/Instructional Content Writer   February 2013 – Current
BrainStorm, Inc.   **Salt Lake City, UT (Remote)**

- Wrote 6 scripts for short instructional videos describing functions in MS SharePoint and Office 2013.
- Researched software functionality and developed scripts following company style guides and established theme for the project.

Technical Writer and Assistant Instructional Designer   August 2008 – August 2012
MountainTop Technologies, Inc.   **Johnstown, PA**

- Supported ADDIE-based design and development efforts on 22 diverse projects supporting training and personnel development for client organizations in higher education and U.S. military.
- **As an Assistant Instructional Designer**: Supported design and development of a $3M, computer-based serious game simulating disaster response missions for U.S. Air Force personnel.
- Worked autonomously and as part of the project design team to write script content, scene descriptions, and development storyboards for four training scenarios
- Collaborated with Project Managers and Lead Instructional Designer to monitor production efforts, recommend design changes and solutions to design and development problems.
- Edited project XML files to build simulation help content.
- Using MS Word, maintained documentation including development storyboards, design documents, and style guides.
- **As the lead technical writer**: supported all company projects. Edited 259 product storyboards, 241 test cases, 64 deliverable status reports, 12 white papers, 11 product design documents, and 4 marketing video scripts.
- Authored user assistance materials including user manuals, quick reference guides, and software help content for eLearning and commercial software products.
- Conducted informal software user needs analyses. Identified anticipated software use cases and expected workflows to determine potential "pain" points for users in product design. Collaborated with developers to improve usability and create effective user assistance materials.
- Edited company style guide and developed several project-specific guides and job aids for employees. Took proactive role in protecting company trademarks and preserving trademarks and copyrights of others.
- **As a Quality Assurance Tester**: Completed company-sponsored training on 508 compliance and assisted with planning and maintaining company compliance strategy.

- Tested 3 software products for functionality and stability, documented defects, assisted developers with replicating defects and identifying problem sources, and verified defect fixes.

ESL Lead Teacher/Program Assistant   **August 2007 – August 2008**
Loudoun Literacy Council – AmeriCorps   **Leesburg, VA**

- As an AmeriCorps volunteer, supported ESL, ABE, and Family Literacy programs at community-based literacy organizations in Loudoun County (LLC and Literacy Council of Northern VA).
- Planned and presented weekly lessons to about 70 adult ESL students total from a wide variety of language, culture, and educational backgrounds.
- Managed 7 nonformal, English immersion classes for intermediate and advanced proficiency students.
- Assisted with program planning, and supervised and supported volunteer instructors at four class sites.
- Assisted with planning and facilitating 2 volunteer training sessions for teachers and tutors. Provided ongoing support for teachers and tutors including scheduling, coaching, and preparing materials for instructors and students.
- Administered student pre- and post-tests (after BEST Plus certification). Entered student and class data into database. Managed database and generated reports.
- Completed continuing education and development courses and attended seminars and symposiums presented by Virginia Commonwealth University and George Mason University.

Senior Client Service Representative   **February 2005 – August 2007**
Ruggieri Enterprises / Spherion Staffing   **Johnstown, PA**

- Managed over 200 temporary employees under 10 client accounts.
- Regularly interacted with current, past, and prospective clients as well as active employees and job seekers to build and maintain relationships.
- Recruited, interviewed, and placed employees on assignments.
- Presented new employee orientations and counseled employees on performance issues.
- Facilitated 5 group orientations for new employees. Trained and mentored 3 Client Service Representatives.
- Entered and managed employee data for new employment, placements, and weekly payroll processing. Monitored office accounts receivable and made inquiry calls.

EDUCATION

Master of Arts (M.A.), Educational Technology – GPA: 4.0   **Expected completion: Spring 2015**
Michigan State University, Online

- Concentration in hybrid and fully online eLearning design and development.

Bachelor of Arts (B.A.), Writing – GPA: 3.72   **Graduated April 2002**
University of Pittsburgh   **Johnstown, PA**

- **Minor:** English Literature

TECHNICAL SKILLS

Tools/Software: CMS and LMS systems (BlackBoard, CourseSites, Canvas), Screen Capture/Screencast (Jing, Camtasia Studio), MS Office Suite, SharePoint, Adobe Acrobat, Image Editing (Adobe Photoshop, Pixlr), Version Control (SVN), TestTrack, Mac OS, Windows, Internet browsers (Firefox, Chrome, Internet Explorer, Safari), Social Media (Facebook, Google+, LinkedIn, Twitter, Blogger), Web Conferencing (Skype, WebEx, GoToMeeting), Web Development (Google Sites, Weebly, Dreamweaver, HTML, HTML5, XML, CSS, Unity 3D)